## Reporting Discrepancies

GSA Global Supply is committed to providing quality products and resolving problems with professional service. There are several ways to report a discrepancy:

Telephone: Call (817)850-8388. Indicate that you are calling about a Security Container item.

Callers outside of normal operating hours should leave a clear message with a name, a

commercial phone number, and a brief description of the problem.

eResolve: Report a problem by using Ask GSA, an online customer service solution. Ask GSA

allows direct reporting of problems with a requisition or GSA Global Supply shipment, including damage, short/over, wrong item, quality, tracing shipments, and merchandise return issues. To begin, log on to <a href="https://www.gsa.gov/ncsc">www.gsa.gov/ncsc</a> and select the link for Ask GSA.

E-mail: Send a message to <a href="mailto:securitycontainers@gsa.gov">securitycontainers@gsa.gov</a> indicating "Discrepancy" in

the subject line.

Customers seeking the product Quality Deficiency Report (QDR) form can download it online at <a href="https://www.gsa.gov/forms.after.searching.com/forms.gsa.gov/forms.gs

Fax: (817)574-2615

Mail: U.S. General Services Administration

Attn: Security Containers

Southwest Supply Operations Center (SOP)

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